

# COMMUNICIE DE



#### RECONFIGURING THE INS

Commissioner James Ziglar and Attorney General John Ashcroft announce a restructuring plan that splits the agency along functional lines.

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#### FIGHTING TERRORISM

Police in Loveland, Ohio, asked to learn more about immigration documents and INS assistance. The resulting seminar attracted 225 officers.

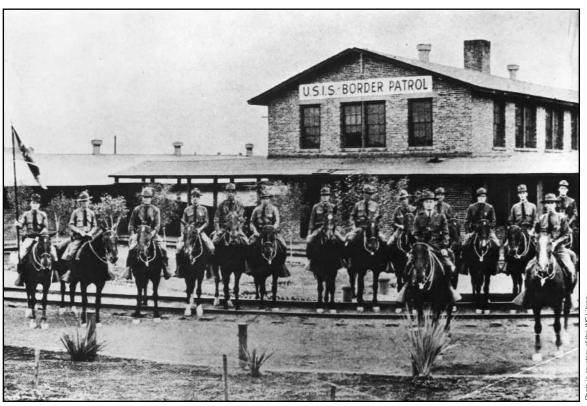
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#### **NEVER TOO LATE**

Newark District went the extra mile to swear in Tung Doo. At age 111, she just might be oldest person ever to become a U.S. citizen.

See page 11



## Photo is courtes

#### WHEN EACH NEW AGENT CAME WITH A HORSE

In the mid-1920s, the U.S. Border Patrol was a relative youngster among law enforcement agencies, having been formally established in 1924.

This contingent of agents from the "El Paso subdistrict" of what was then called the U.S. Immigration Service were photographed at Camp Chigas, east of present-day downtown El Paso. Many recruits to the newly formed Border Patrol were former local sheriffs or Texas Rangers. At that time, agents were issued uniforms, a Winchester rife, a sidearm and a badge, according to Brenda Tisdale, the curator of the National Border Patrol Museum in El Paso. However, each agent supplied his own horse, as well as picking up the tab for horse feed.

Similar photographs in the museum's collection suggest that this photo was taken in 1926, or soon thereafter. Tisdale points out that one curious aspect of this scene is that the ground on which the horses are standing is today a part of neighboring Juárez, Mexico. Camp Chigas was located on Cordova Island, a swath of land that was left north of the Rio

Grande after the river gradually shifted course to the south during the 19th century.

To resolve a long-simmering border dispute caused by the Rio Grande's wandering ways, President John F. Kennedy and his Mexican counterpart in 1963 agreed to relocate the boundary and to rechannel the river to its previous course at El Paso. Under terms of the El Chamizal settlement, Mexico received in 1967 approximately 630 acres and an option to purchase existing structures on Cordova Island. The United States received 193 acres, north of the present-day river channel and now the site of the International Bridge Port-of-Entry, the Chamizal National Monument and park and a high school and vocational center.

The relocation of the Rio Grande to its concretelined channel separating El Paso and Juárez was completed in 1967. In October of that year, President Lyndon B. Johnson and Mexican President Gustavo Diaz Ordaz met on the border to formally proclaim the settlement.

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**HEADQUARTERS NEWS** 

## MAURICE ROBERTS, 91, DIES; INS DEPUTY COUNSEL, AUTHOR

Maurice A. Roberts, 91, former chairman of the Board of Immigration Appeals (BIA), died Nov. 2. Mr. Roberts, known as the "dean of immigration law," participated in some of the most important immigration cases in U.S. history during 33 years of service to the BIA and the INS. He was the author of numerous law review articles and a lecturer on immigration law and procedure.

From 1941 to 1955, Mr. Roberts was a naturalization examiner, special inspector and chief of the adjudications division in the Philadelphia District office and then assistant chief of investigations and deputy general counsel at Headquarters. He worked in the immigration litigation unit of the Department of Justice's Criminal Division from 1955 to 1965 and then headed the unit from 1965 to 1968.

From 1968 to his retirement from government service in 1974, Mr. Roberts was chairman of the BIA, which acts for the U.S. Attorney General in hearing and determining appeals of INS decisions and of immigration judges' orders in deportation and exclusion cases.

In 1974, Mr. Roberts assumed editorship and was later named editor emeritus of *Interpreter Releases*, a weekly periodical on immigration and nationality law. He also was a former executive editor of the monthly *Immigration Briefings*.

As an INS official, Mr. Roberts conducted hearings after World War II in 197 cases of Japanese Americans who had renounced their U.S. citizenship while held in wartime internment camps. Mr. Roberts recommended against deportation in 186 cases, finding that those renunciations had been made not because of disloyalty to the United States, but because of the internees' resentment at being unjustly confined on the basis of race and national origin.

Mr. Roberts was born in Newark, N.J., and graduated summa cum laude from Rutgers University Law School. He is survived by a daughter, Joan Singer. His wife of 55 years, Lillian Orbach Roberts, died in 1995.

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James W. Ziglar
Commissioner

Bay Potter
Editor

Director of the Office of Congressional Relations and Public Affairs

Don Abalos
Graphic Design

Wendy Wirth Assistant Editor

#### INS OFFICIALS TESTIFY BEFORE CONGRESS ON PROTECTING BORDERS, HELPING LOCAL POLICE

The Sept. 11 terrorist attacks produced a heightened interest in the attack on terrorism and a steady stream of recent appearances by INS officials before congressional committees and subcommittees.

Executive Associate Commissioner for Field Operations Michael A. Pearson, accompanied by Border Patrol Chief Gustavo De La Viña, appeared Nov. 13 before the Senate Committee on Governmental Affairs' subcommittee on investigations. On the same day, Joseph R. Greene, the acting deputy executive associate commissioner for field operations, detailed the INS' cooperative relationships with state and local police agencies before a subcommittee of the House Committee on Government Reform.

"The INS is charged with both facilitating legal immigration and enforcing the nation's laws to prevent illegal immigration," Pearson testified. "The horrific events of September 11 have underscored the far-reaching implications of this mission and the challenges the agency faces in carrying it out. Nowhere are the challenges greater than along our land borders."

He noted that immigration inspectors are responsible for preventing unlawful entry of persons through ports-of-entry while the Border Patrol is charged with preventing illegal entry of people and contraband between the ports-of-entry.

Michael Pearson, executive associate commissioner for field operations, testifies before a subcommittee of the Senate Committee on Governmental Affairs. Border Patrol Chief Gustavo De La Viña is at right.

Pearson detailed the Border Patrol's intensified four-phase strategy, started in 1994, to deter, detect and apprehend illegal entrants, smugglers and contraband. The effort involves the forward deployment of personnel, equipment and technology along the border.

"The effectiveness of the strategy is seen through a 25 percent drop in apprehensions in fiscal year 2001 in the Southwest border corridors targeted by the strategy," he said. Other measures of its success were the arrests in 2001 of 1.2 million aliens, including nearly 11,000 who were identified as criminal aliens at the Southwest border.

Before the House subcommittee, Deputy Commissioner Greene said that: "The partnerships that the INS has formed with state and local law enforcement officers are in large part responsible for the more than 86,000 criminal aliens INS located in fiscal year 2001."

### He outlined the spectrum of INS' outreach programs in support of local and state law enforcement agencies, including:

- The INS Law Enforcement Support Center (LESC), based in Burlington, Vt., which provides police agencies with aroundthe-clock access to most of the INS' databases and other assistance. The program aims to help police determine if they made contact with or are holding in custody an illegal, criminal or fugitive alien. During fiscal year 2001, the LESC fielded more than 221,000 inquiries from state and local police. It is developing a training division to teach police officers to use the system.
- Quick Response Teams (QRTs), comprised of special agents and detention and removal officials, that are typically deployed to locations where there has been little other INS presence. The 45 teams work with state and local police to take into custody and remove illegal aliens who have violated state and local laws. During the first nine months of fiscal year 2001, the QRTs handled 7,608 requests for assistance from state and local police, which resulted in 10.998 arrests.

Greene also described the work of the INS Forensic Document Laboratory, the Alien Criminal Program and INS participation in the multi-agency Joint Terrorism Task Forces, the Violent Gang Task Force and the Organized Crime Drug Enforcement Task Force.

## NEW INS STRUCTURE DROPS DISTRICTS AND REGIONS IN FAVOR OF FUNCTIONAL CHAINS OF COMMAND

Attorney General John Ashcroft unveiled on Nov. 14 an INS restructuring plan that will divide the agency into two bureaus that will each take charge of one of the agency's twin missions: providing immigration services and enforcing immigration laws.

Both the Bureau of Immigration Services and the Bureau of Immigration Enforcement will report to the INS commissioner, who in turn will report to the attorney general.

"President Bush is concerned that the INS has been hindered by the current structure of the agency to perform its responsibilities of welcoming new immigrants and protecting our borders by enforcing immigration laws," Ashcroft said, announcing the plan at a Department of Justice news conference.

"This plan fulfills the President's goal of improving the agency and helping our nation by creating a stronger, more efficient INS," he said. Upon taking office, President Bush called for fundamental reform of the INS, a task that took on added urgency after the terrorist attacks on Sept. 11.

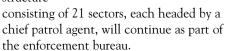
#### **Clarify functions**

Besides having "struggled to perform two often competing missions" of enforcing the law and providing services, "the INS has suffered from insufficient accountability between field offices and the Headquarters, and a lack of consistent operations and policies," the Attorney General said.

The new structure will clarify functions and improve accountability by establishing new chains of command that are more closely aligned with functions than with geography, according to an INS fact sheet. The plan will eliminate an existing system of 32 districts and three regions in which directors manage both immigration enforcement and services functions within specific geographic areas.

It will create within the Bureau of Immigration Services six geographic

service areas of roughly equally sized client populations, each headed by a service area director. The Bureau of Immigration Enforcement will have nine investigations offices, headed by special agents in charge. The Border Patrol's existing administrative structure



The restructuring plan could be implemented administratively, without approval from Congress, according to the INS fact sheet. However, congressional support is being sought. "With the support of Congress, the reform can begin promptly and can be accomplished by the end of fiscal year 2003," the fact sheet says.

#### **First Step**

Several immediate changes were announced at the news conference by INS Commissioner James W. Ziglar. Among them, Border Patrol sectors will report directly to the chief of the Border Patrol, sidestepping "a number of layers" of management.

Ziglar also announced that he would appoint an executive associate commissioner for services to whom field personnel responsible for services will report directly. Similarly, managers of detention facilities will report directly to the head of detention and removal at Headquarters, instead of through the district and regional directors.

"This plan provides overall direction under a single agency head who will



Commissioner James Ziglar describes the restructuring plan during a news conference at the Department of Justice, as Attorney General John Ashcroft looks on.

coordinate and balance service and enforcement to effectively administer and enforce our nation's immigration law and policies," Ziglar said. "Such oversight is essential because immigration enforcement and services are intertwined in statute and policy." A unified Office of the General Counsel will provide legal advice to both bureaus.

### The plan calls for creation of several positions and offices, including:

- A chief financial officer, who will be accountable for the executive direction of the Agency's budgeting and financial matters.
- A chief information officer, who will ensure information-sharing between service and enforcement areas.
- An Office of Juvenile Affairs in Headquarters, which will develop research-based best practices and services for juveniles and unaccompanied minors in custody.
- Creation of a direct reporting relationship between Border Patrol sector chiefs and the chief of the Border Patrol in Headquarters as well as between the managers of INS-owned detention facilities and the head of Detention and Removal in INS Headquarters. Both changes will streamline chain of command.

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## INSPECTIONS, OTHER AGENCIES PREPARE GUARDSMEN FOR PATROL DUTY AT FLORIDA'S BUSY SEAPORTS

In the wake of the Sept. 11 attacks, INS inspectors and other agents assigned to Florida's four largest sea ports are getting help in warding off terrorism from a very visible force.

The Florida National Guard is providing extra eyes and ears to spot trouble and serve as a deterrent to terrorism at the state's ports under orders issued Nov. 2 by Florida Gov. Jeb Bush. About 500 Guardsman were called to active duty indefinitely to protect the seaports of Miami, Port Canaveral, Port Everglades in southeast Florida and Tampa on the state's west coast.

During a day-long security briefing on Nov. 8, the 141 Guardsmen assigned to Port Everglades received a detailed briefing about the port's operations and the functions of various law enforcement agencies, including the INS, U.S. Coast Guard, U.S. Customs Service, the Florida Department of Law Enforcement and the Broward County Sheriff's office.

"Florida is the hub of the three largest cruise-ship terminals in the world," said Simon A. Nader, the area port director for the Port Everglades station, where 42 INS inspectors are assigned to serve both the seaport and nearby Fort Lauderdale International Airport, which receives about 10 daily international flights.

On a peak weekend day during the busy winter cruise season

about 25,000 departing and returning cruise-ship passengers pass through Port Everglades Port-of-Entry. Although no inspections are required of outbound passengers, inspectors have made it a point since the September attacks to be a visible presence at cruise-ship departures so as to assist and assure cruise-ship passengers.

"We are the first federal entities that people come in contact with" upon arrival, Nader said of the INS inspectors. "We're there to enforce the law and serve the public."



Port Director Simon Nader explains the role of INS inspections to National Guardsmen assigned to patrol Port Everglades.

Gazing out his office windows, Nader can usually see some of the Guardsmen assigned to Port Everglades on patrol. The state's other major cruise-ship terminals, located at Miami and Port Canaveral, are hosting similar deployments.

The Guardsmen's role is to spot and report problems to a central command center, but not to perform any agency's functions, Nader said. The Guardsmen in combat gear serve as a reminder of expanded security precautions and as a reserve unit ready to back up law enforcement agencies should a need arise.

#### INS RESTRUCTURING

Continued from page 5

The new enforcement bureau will "look more like a typical enforcement organization," Ziglar said. Under existing management, "we've had the stovepipes, where our inspections, investigations, the Border Patrol, intelligence and other things had different chains of command." The new structure will promote the exchange of information and ideas, he said.

The commissioner acknowledged Congress' long-standing interest in restructuring the INS. "Congress may want to do a big piece (of legislation); they may want to do a small piece. But we definitely will be working with the Congress. We seek their support. We appreciate their interest." In any event, Ziglar emphasized the need to move quickly on the restructuring plan.

Attorney General Ashcroft described the INS restructuring as part of a larger reorganization of the Department of Justice, which he had announced just a week before. "Our objective is to build a leaner and more efficient, mission-focused department capable of meeting the threat of international terrorism, while at the same time fulfilling our traditional justice function of upholding the rule of law and protecting the freedom of all Americans," he said.

"We cannot and will not allow those who would come to our country with evil intent, the intent to destroy freedom and to destroy the country and the openness which this country represents," the Attorney General said. INS restructuring "will make the INS a better servant to our friends and a greater obstacle to our enemies."

## CRAVENER CHOSEN TO LEAD OFFICE OF RESTRUCTURING

Reaching into the ranks of agency retirees, INS Commissioner James W. Ziglar chose Richard B. Cravener to become the director of the newly formed Office of INS Restructuring.

Cravener retired last May as the director of the Houston District, the last stop in a varied 29-year INS career that included assignments in several of the agency's primary branches and extensive work overseas.

A native of Mercedes, Tex., Cravener started as an immigration inspector at New York's John F. Kennedy International Airport in 1972. He transferred to the Border Patrol and served in southern California and as senior patrol agent and assistant patrol agent at the Border Patrol Academy in Glynco, Ga. He was a supervisory special agent in Puerto Rico before going to the Philadelphia District as the assistant director of investigations.

Cravener was appointed deputy director of the Washington District in 1987 and the INS director of parole in 1990. He later served as the assistant attaché at the U.S. embassy in Rome and attaché at the U.S. consulate in Hong Kong.

# NEWSFROM the Field



#### SOUTHERN OHIO POLICE TURN OUT IN FORCE FOR LESSONS ON IMMIGRATION LAW AND TERRORISM

#### By Pat Elersic

Spurred by the tragedies of Sept. 11, local police in Loveland, Ohio, wanted to learn more about visas and immigration law so that they might become better-equipped to deal with terrorist threats.

They contacted the Cleveland District's suboffice in Cincinnati and then organized a seminar on Oct. 8, called "Terrorist Identification and Interdiction for Local Law Enforcement." The daylong session drew upon the expertise of speakers from the INS, several other federal agencies and a university professor.

Police agencies from throughout southern Ohio were invited to attend. Loveland police figured that a few nearby police departments would send a representative, but were astonished when more than 225 police officers from 70 federal, state and local agencies from throughout southern and central Ohio showed up. To accommodate the huge turnout, the seminar was moved from the Loveland police department to a local school auditorium. Attendance was restricted to sworn police officers; and participants ranged from patrol officers to department heads and police chiefs.

Seminar organizers attributed the huge response to the desire of local police to be prepared to safeguard the public against terrorism in the aftermath of the attacks in New York City and Washington, D.C., and western Pennsylvania.

Loveland, a community of about 10,000 residents situated 20 miles north of Cincinnati, reflects that new concern. The idea of hosting a seminar was first suggested by Loveland Officer Kim Nuesse. It could, she said, serve as a means "to address the information gaps that existed among local law enforcement officers regarding the INS. Most local law enforcement agencies had very little knowledge regarding visas, immigrants and the role of the INS."

Thanks to the seminar, hundreds of Ohio police now know much more about immigration law and regulations, the roles of federal agencies and how to establish lines of cooperation with the INS. In a letter of thanks, Officer Nuesse gave particular credit to the thorough presentations made by Supervisory Special Agent Richard H. Wilkens and Supervisory Immigration Inspector Brian D. Nicholas, both of whom are assigned to the Cincinnati sub-office.

At the seminar, Wilkens explained the identification, apprehension, reporting and removal of criminal aliens, the types of immigration status a person may hold, the conditions that make an alien deportable and the INS' enforcement priorities.

He also described the vital role played by the INS' Law Enforcement Support Center, a resource available to local police for help in identifying aliens and determining the validity of immigration documents.

Nicholas detailed the duties performed by inspection officers at ports-of-entry, explained how intelligence information can be reported to the INS and demonstrated several techniques for detecting counterfeit or fraudulent INS documents.

Also speaking at the seminar were representatives from the FBI's anti-terrorist unit, Internal Revenue Service, U.S. Customs Service and a professor from the University of Cincinnati. They covered such topics as assessing and planning a strategic response to terrorist threats, domestic terrorist groups and their sources of funding and methods for gathering intelligence and notifying federal agencies.

More than a month after the seminar, Loveland Police Chief Dennis Rees said that he was still amazed by the high level of interest from other police departments in the training. "We've received requests from several agencies to provide the names of the INS agents for future presentations to local police agencies," he said. The Cincinnati sub-office responded by scheduling four more presentations in southern Ohio during December.

Pat Elersic is the officer-in-charge of the Cincinnati sub-office.

Gathered after the seminar are from left Supervisory Special Agent Richard Wilkens; Loveland Police Officer Kim Nuesse, who first proposed anti-terrorism training for local police; Loveland Police Chief Dennis Rees; and, Supervisory Immigration Inspector Brian Nicholas.



## SAN FRANCISCO STAFF RECEIVES A LESSON ON ISLAMIC PRACTICES

#### By Sharon Rummery

Two informational sessions designed to better acquaint the San Francisco District staff with the beliefs and practices of Islam drew an audience of 70 to the district office on Oct. 30.

A guest speaker, Amatullah Al-Marwani, the executive secretary of the Islamic Society of San Francisco, took her audience through a description of the way Muslims see their world and the obligations involved with practicing Islam.

Peering out from under the folds of a glistening scarf, she described a peaceable religion that condemns the actions of mass murderers. Al-Marwani, a convert to Islam, was dressed in traditional style, in an outfit that was a gift from her Jordanian mother-in-law.

Al-Marwani explained several behaviors, common among Muslims, that could be easily misunderstood by INS officers.

For example, an officer might notice at times during an interview that a Muslim adherent's lips are moving silently and wonder why. The likely explanation is that the person is praying silently. Many practitioners of Islam pray informally throughout the day. "Worshipping God at every step in their lives is important to them," Al-Marwani said.

During the month-long observance of Ramadan, adherents to Islam fast every day from dawn to sunset. As a result, some people may seem weak, faint, or even a bit snippish in late afternoon, according to Al-Marwani.

If a Muslim doesn't look you in the eye, it's probably due to modesty, not duplicity, she said. Also, many try to avoid shaking hands with people of the opposite sex.

So successful was the event, organized by district Intelligence Officer Roseanne Mangano, that it was repeated at the district's Oakland satellite office, at the Sacramento sub-office and at San Francisco International Airport, where employees from other government agencies were invited.

Al-Marwani's sensitivity to how others perceive – and often misconstrue – the practices of Islam may



Amatullah Al-Marwani speaks to San Francisco District employees.

be due in part to her own experiences before converting to Islam six years ago. She grew up in Maryland, the daughter of devout Christians, and with the given name Christine, meaning "Christian."

Since the Sept. 11 terrorist attacks, Al-Marwani has been busy speaking to almost any Bay Area group that asks about the religion that she loves and that she thinks was badly misrepresented by the terrorists. She is accompanied everywhere by her husband, Mohammed Zarro. He supplies both moral support and logistical help for his wife, who is nearly blind.

During their INS visit, Zarro spoke up frequently to provide detailed explanations of Islam. He emphasized that true Muslims believe that to kill one person is to kill all humanity.

"All of the scholars of Islam have condemned what the terrorists did," Al-Marwani said. "Islam forbids killing, because you're killing your own soul."

## HEADQUARTERS News

## OFFICE OF INSPECTIONS DELIVERS DINNER IN THE SPIRIT OF YEAR-ROUND THANKFULNESS

Just a dozen blocks from INS Headquarters in Washington, D.C., an organization called New Endeavors by Women houses and helps 38 previously homeless women restart their lives by providing meals and programs to overcome dependencies and gain marketable skills.

On Nov. 22, the facility served up a traditional Thanksgiving feast for residents with all the fixings – right down to a holiday floral centerpiece. The complete holiday package was donated by the 40-person staff of the Office of Inspections at Headquarters. It was the first installment in the office's one-year commitment to assist New Endeavors.

"September 11 brought home to all of us how fragile and precarious life is and how important it is to give to someone less fortunate than ourselves," said Elizabeth A. Tisdale, an assistant chief inspector.

During a staff meeting shortly after Sept. 11, Tisdale raised the idea of starting an office-wide charitable project, perhaps to help a needy family in the Washington area with a holiday gift package of food, clothing and toiletries. However, in the hands of the inspections staff, the idea for a home-grown charitable effort grew, and so did the scale of the group's commitment.

A few weeks later after learning about New Endeavors, the staff members decided that, rather than making a one-time food donation during the holidays, they would support the program for an entire year with gifts of cash, food and goods to support its mission.

"By forging a relationship with them, we may accomplish a few things," Tisdale said. Besides lending a hand to people in need, the connection might someday help bring a New Endeavors graduate onto the INS payroll.

On the day before Thanksgiving, three inspections staff members delivered the Thanksgiving dinner ingredients to a grateful New Endeavors staff. After dropping off three car-loads of items, Tisdale paused to marvel at the generosity of her fellow employees. "I didn't go out and coerce anyone. People asked what was needed and people volunteered," she said.



Pictured from left to right are INS Assistant Chief Inspectors Stan Knight and Beverly Matthews, New Endeavors Case Manager Robin Harper, New Endeavors Director Mary Mulholland, and INS Assistant Chief Inspector Elizabeth Tisdale.

Employees dropped their donations of food items into a large woven basket set on a table in the center of the inspections office. A plastic jug, next to the basket, eventually gathered \$127 in cash donations. The staff also decided to pass along to New Endeavors residents any complimentary bottles of shampoo and lotions that they gathered while on travel.

At the suggestion of the New Endeavors staff, the inspections office has been rounding up business clothing that is suitable for women who are rejoining the workforce. A few initial bags of used, but still wearable, women's clothing were delivered along with the Thanksgiving food.

Tisdale says that she is pleased with what she senses is a revived spirit among Americans toward charitable giving. It may be that in the aftermath of the terrorist attacks that some Americans are feeling a new sense of urgency to act on their charitable impulses.

"The spirit of generosity has increased by people realizing how one day can change your perspective," Tisdale said. "If you want to do something for someone, you had better do it today. Don't wait until tomorrow."



#### MAN GETS NINE-YEAR SENTENCE IN CHINESE SMUGGLING SCHEME

A Virginia man was sentenced Nov. 2 to nine years imprisonment for his role in an international crime syndicate that smuggled thousands of Chinese to the United States.

The 34-year-old defendant pleaded guilty July 5 in U.S. District Court in Alexandria to one count of conspiracy to commit alien smuggling, according to Warren A. Lewis, Washington district director, and Paul J. McNulty, the U.S. attorney for the Eastern District of Virginia.

The INS investigation of the smuggling ring yielded arrests of the syndicate's two alleged leaders in the Virgin Islands. In addition, two people connected with a New York City law firm are awaiting trial for allegedly helping the smuggled immigrants file for asylum.

Special Agents Richard Lauria, Terrence Demeroto, Robert Trent and Donald Bruckshen investigated the case.

Over several years, the international syndicate smuggled more than 2,000 individuals from the People's Republic of China to the United States, via Vietnam, Cambodia and the Caribbean, according to a statement issued by McNulty's office. For fees as high as \$50,000, the syndicate smuggled the aliens by air and sea. Many aliens spent a year or more on a circuitous route to the United States, often traveling in cramped and dangerous conditions and at other points detained for months in crowded quarters. Those aliens who failed to pay the fees were held by the syndicate in the United States until their debt was satisfied.

"This investigation shows our continued commitment to locate, investigate and prosecute those individuals who profit financially from human trafficking, and those who exploit the vulnerability of individuals who are desperate to obtain greater opportunities and a better way of life in the United States," District Director Lewis said.

The Virginia man joined the syndicate in 1991 and assisted in smuggling more than 100 Chinese migrants into the United States, at least 10 of whom he detained in Virginia hotels until their families in China paid the smuggling fees.

## INS FITNESS EXPERT TALKS ON OCCUPATIONAL FITNESS

Alfred F. Morris, the director of health improvement and physical fitness programs for the INS, spoke in November to an international symposium on how age and gender affect performance in uniformed, public-safety jobs.

Morris was the keynote speaker at the International Uniformed Services Symposium on Occupational Fitness in Aldershot, England. Morris said, while most experts agree that age is a key factor in physical performance and that women are about 10 percent less strong and perform aerobically at a level that is about 10 percent less than men, physical training at law-enforcement academies can overcome such initial deficiencies.

A physically trained and fit female officer can outperform male officers in the same age group on many physical tasks, Morris said.

The symposium brought together experts to discuss the effect of physical fitness on recruiting, selecting, training and retaining members of

services and law enforcement.

Morris has three degrees, including a doctorate, in sports science and sports training.

uniformed services, including the military, fire

Before his position with the INS, he was the research and education director at a U.S. Olympic sports medicine training site and director of health and physical fitness at the National Defense University.



Alfred F. Morris

## BORN WHEN BENJAMIN HARRISON WAS PRESIDENT, NEW JERSEY RESIDENT CHOOSES U.S. CITIZENSHIP

#### By Kerry Gill

Even in America's youth-centered culture, old age has its perquisites. And the Newark District office went the extra mile to honor a very special request to conduct a naturalization ceremony at the home of Tung Doo, who just might be the oldest person ever to become a U.S. citizen.

At the age of 111, Mrs. Doo's life spans the entire 20th century – and parts of the 19th and 21st as well. She is just two years shy of being half the age of the United States of America.

According to her naturalization application, she was born in the village of Shui Hou in the Chinese province of Kwangtung in 1890, when Benjamin Harrison was the U.S. president. Doo moved to the United States in 1964, during the presidency of Lyndon B. Johnson.

On June 15, at the Doo family's invitation, Newark Adjudications Officer Minnie Hamm traveled to the Doo family home in Englewood Cliffs, N.J., about 15 miles from Newark, to conduct a naturalization ceremony and personally present a certificate of

citizenship. Hamm was assisted by a Doo family member, who translated parts of the proceedings into Cantonese, Doo's native language.

Smiling and effusive throughout the 25-minute ceremony, Mrs. Doo appeared



Tung Doo, seated, receives a citizenship certificate from Newark District Adjudications Officer Minnie Hamm.

very pleased with her new identity. For more than a decade, she had spoken of wanting to become a U.S. citizen, but thought that her advanced age and lack of fluency in English disqualified her, according to relatives.

However, with her Green Card coming up for renewal and facing the prospect of Mrs. Doo's making a required visit to the INS office, the Doo family looked into the possibility of citizenship. They learned that their relative could apply for a waiver of the required English fluency on the basis of her age and long residency in the United States. Within a few weeks, the application was processed and Mrs. Doo was headed for citizenship.

Newark adjudications officers go on the road several times each year to conduct individual naturalization ceremonies, typically for persons who are either hospitalized or in nursing homes. They decided to make an exception for Mrs. Doo, who moves around the house unaided but rarely leaves her residence.

"Naturalization ceremonies are some of the best things we do," said Newark District Director Andrea Quarantillo. "We're honored to have shared in this milestone in Mrs. Doo's life."

The Newark District confirmed that Mrs. Doo is the oldest person to be naturalized by the district's adjudications branch. However, it is difficult to determine if she holds that distinction nationwide.

## TEMECULA STATION'S DISCARDED COMPUTERS ARE GIVEN A SECOND LIFE AT LOCAL SCHOOL

#### By David Garrett

The Temecula Border Patrol Station, which is part of the San Diego Sector, has been an active participant in channeling computer components that have been designated excess to schools and community groups.

Elsinore High School was the most recent recipient, gaining about 50 monitors and central processing units for use in the school's entry-and secondary-level computer training and repair programs.

The Border Patrol's donations will be tremendously helpful to the school's computer sciences program by providing students with greater access to computers, said John Kim, the program coordinator at Elsinore.

Instrumental in navigating the regulations that allowed delivery of the components to Elsinore was Seana Varela, who works in the San Diego Sector's computer service department.

## Headquarters *News*

#### NATIVE AMERICAN CELEBRATION HIGHLIGHTS CHALLENGES OF A CHANGING WORLD

East met West at the Native American Indian Heritage Month observance held at INS Headquarters. Richard Twiss, the author of "One Church-Many Tribes," and president of Wiconi International, was the keynote speaker at the program on Nov. 27.

Touching on the event's theme of "Our Children, Our Nations, Our Future," Twiss urged the audience members to be conscious of our ancestry because "we all come from somewhere" and to know that we all make contributions to America. "Everybody has a distinct contribution to make," he told a large group of INS staff.

A member of the Rosebud Lakota/Sioux Tribe, Richard Twiss was born on the Rosebud Reservation in South Dakota and takes pride in the relationship between native people and the land. He coined the term "first nations" to describe Native Americans and says it is "a little reflective of the sovereignty of God."

In his welcoming remarks, Commissioner James Ziglar touched on his connection and interest in the Native American heritage. "I am particularly interested in this event. I grew up in Pascagoula, Mississippi which has a terrific Native American heritage," he told the crowd.

Ziglar was also quick to recognize the importance of the contributions we all make to America, especially those of Native Americans. "I think it's important being here today and honoring them and honoring the contribution they make to this country," he said.

#### **Values and heritage**

The event was not only a presentation, but also an educational experience. Twiss used his time at the podium to educate the audience about the rich tradition and values of Native Americans. "What native people bring to the table are family values that differ from Europeans, Asians and Africans or people of South Pacific descent," Twiss said.

He went on to say how everything from their perspectives on family, to the environment, to success differs from the Western way of thinking. "We are Western thinkers in America, and most Native people or indigenous people are Eastern thinkers; you have these two world views and values."



Guest speaker Richard Twiss speaks at the Native American Indian Heritage event.

Twiss praised the fact that America is a great melting pot that allows all of us to take part in preserving our heritage. "All of you can trace your lineage somewhere other than the shores of this land; that is the strength of what America is," he said.

Twiss stressed the importance of our individual ancestries and how they mold our personalities and shape our lives. "In a Native world view, who you are stems from who you come from or where you come from. So we're always connected to our past. Our past helps you define who you are today," he said.

#### A changing world

America has changed substantially in the last three decades. Twiss remarked that his high school class was comprised mostly of Caucasians. Now, "the reality of America is that we are a nation of immigrants," he said.

Twiss applauded America's diversity and believes that's what makes America what it is today. "If you look back 30, 40, 50 years ago, how many African American mayors were there? Or Asian? Or women? Just in a few decades we have changed remarkably," he said.

The author of several books and a national conference speaker, Twiss concluded: "Our children and our children's children can look forward to the enjoyment of a good life as we understand each other better."



## HEADQUARTERS, DISTRICT OFFICIALS PITCH IN FOR A 'NOBLE' CAUSE

Representatives from Headquarters and the Washington District office helped the National Organization of Black Law Enforcement Executives (NOBLE) stage its 25th annual training conference and exhibition in Washington, D.C.

NOBLE offers training, mentoring, leadership and liaison assistance to INS personnel and assists law-enforcement agencies in meeting their community and enforcement goals.

President George W. Bush was the keynote speaker at the opening luncheon for the NOBLE conference, held July 27 to Aug. 2. Executive Associate Commissioner for Field Operations Michael A. Pearson represented the INS at the luncheon.

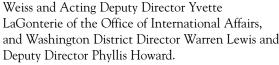
Senior Special Agent Melody Jackson with the Office of International Affairs overseas enforcement branch served as chairman for the conference's international luncheon, attended by hundreds of law-enforcement representatives and more than 40 foreign ambassadors and embassy officials.



Pictured with Executive Associate Commissioner for Field Operations Michael Pearson (front center) are Headquarters participants Elizabeth Tisdale, Maria Jackson, Myra Moore, Ellarine Alston and Melody Jackson. Participants pictured from the Washington, D.C., District are Ernestine Fobbs, William Hampton, Stanley Barber, Glenn Reyes, Derek Jones, Camille Barnett, Davis Akhamie and Adolphus Randle; from New York are Shafee Carnegie and Yvonne Smalis; from Newark are Aaron Bolden, Richard Gibson and Earline Boyer; from El Paso are Alvon William, Keith Arrington and Pierre St. Aude; from the Laredo District is Gethon Robinson, Jr.; from Miami are Sandra Patterson and Keith Roberts; from Atlanta are Charles Hicks and Willie Anderson; from San Francisco is Alex Mack; from Tucson is Willie Barber; from San Diego is Alfonso Gordon; from Glynco is Victor Howard; from St. Thomas is Thomas Gordon: and from Charlotte is Willis Reeves.

Jackson, who was special assistant for international affairs under outgoing NOBLE President Ida L. Gillis, was reappointed to that position by the incoming NOBLE President, Leonard Cooke. The international luncheon highlighted an initiative led by Jackson to promote global training and U.S. trade for African and Caribbean countries, to help them address their law-enforcement training and resource needs.

Also attending the international luncheon were Director Jeffrey L.



Lewis represented the INS at the opening plenary, at which Derek Jones, a detention officer in the Washington District, sang the national anthem and "Lift Every Voice and Sing."

Agent Jackson also arranged three workshops, including one offered by the Office of International Affairs on the trafficking of women and children. Lucy Muehleisen and Maria Sartori of international affairs coordinated that workshop on which Myra Moore of international affairs and Ann Veysey of the Headquarters Office of Investigations appeared as panelists.

Gene Copas with the Immigration Officers Basic Training Center at the Federal Law Enforcement Training Academy in Glynco, Ga., filmed the workshop. Plans are under way to develop a training video from the workshop proceedings.



Senior Special Agent Melody Jackson, luncheon chairman, greets President Bush, luncheon keynote speaker.

#### RISE IN CALLS SHOWS THAT CUSTOMERS ARE LETTING THEIR FINGERS DO THE WALKING

Calls to the INS National Customer Service Center (NCSC) totaled more than 10.5 million in the last fiscal year, a 26 percent increase from the prior year.

After customers served topped the one-million mark for the first the time a year ago in January 2001, demand soared even higher, with NCSC receiving nearly 1.4 million calls in both March and April.

The NCSC attributed the rising call volume to increased interest in benefit programs and a growing customer awareness of the NCSC and its expanded range of services. Helping to generate interest in

benefit programs was passage

of related legislation and implementation of new INS regulations.

Growing customer awareness of the NCSC is in large part the result of updated brochures and bookmarks distributed to customers and the work of immigration information officers (IIOs) in local offices. Through their one-to-one contacts with the public, the IIOs are effective in encouraging customers to view the NCSC as an easier alternative to

office to obtain many services. Customers who have called the NCSC are also helping to bolster awareness by telling others about the 1-800 number.

The NCSC has also developed materials, including a road map and a video, to acquaint INS staff with the NCSC so that they, too, can advise customers on the best ways to receive services.

To help ensure the delivery of consistent quality service, some calls are randomly monitored. The NCSC conducts call-back surveys every month of customers who have used the service.

Among the new and expanded services available to customers is one that allows an applicant for LIFE Act benefits to schedule an appointment at an application support center, which provides the customer with greater flexibility.

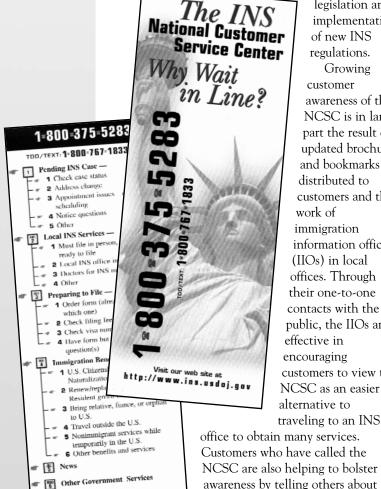
Customers can expect to see several changes during this fiscal year. Automated case status information from such databases as CLAIMS 3 and 4 soon will be available on the worldwide web and, later this fiscal year, by calling the NCSC. Customers will then be able to call the NCSC for case status information and assistance.

The NCSC exists to provide customers with convenient access to services, which allows local offices to focus time and attention on those customers with needs that require an office visit.

A key part of the agency's new campaign will be to improve customer service in local office waiting rooms. Called the "Local Office Traffic Management Initiative," it is designed to improve overall customer service by reconfiguring procedures in local offices so as to provide a blend of in-person and telephone assistance. An example is that customers will be able to call the NCSC to schedule appointments for some local services, such as filing applications that require a personal appearance. This initiative will be piloted in the Philadelphia and Los Angeles districts later this fiscal year.

Other NCSC-related changes are expected soon, including one that will appear in many local telephone directories. An initiative led by the NCSC and GSA to ensure consistency in listings for INS information in the directories will be expanded in some markets to include free advertising in the blue pages section that cover government agencies.

The NCSC and you – working together to improve customer service.



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## INS FAMILY AND FRIENDS SET SAIL ON FIRST FAMILY SUPPORT OUTING

By William Mann and Doug Batson

On Sept. 23 and after months of planning, more than 230 INS employees, their family members and friends cruised to the Bahamas on the first-ever getaway organized through the Career Sustainment program. Tensions were running high following the horrific Sept. 11 terrorist attacks and some employees holding jobs critical to the nation's antiterrorism campaign were forced to cancel.

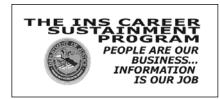
However, other challenges were overcome and the cruise went off without a hitch. Its success was the result of a group effort undertaken by the Career Sustainment program field officers at INS facilities around the country and Headquarters Career Sustainment.

The crew of INS employees set sail on a four-day, three-night cruise on the Royal Caribbean Cruise Lines from Port Canaveral, Fla. They enjoyed ports of call at Nassau and at CoCoCay, both in the Bahamas. Some took on-shore excursions, such as shopping, historical tours, swimming with dolphins, snorkeling and riding on exhilarating wave runners. Others simply decided to take it easy by taking a walk on the beach, relaxing in the sun or just swinging in a hammock.

All three INS regions were well represented, as were various parts of the INS community including the officer corps, support staff, retirees and their significant others. The cruise brought together some employees for more than camaraderie. For Susan and Frank Kim of San Francisco, this was a honeymoon cruise. And William and Valerie Davidson of Georgia took their romance one step further. They exchanged marriage vows on the cruise.

Bill and Stefanie Mann of Chicago organized shipboard and onshore events and games exclusively for the INS employees, their families and guests. They organized tournaments for Trivial Pursuit, adult and children chess, backgammon, 3-on-3 basketball, and beach volleyball.

Congratulations go out to the Sand Gnats, a volleyball team comprised largely of friends and





INS staff and friends are hard at work perfecting their skills in beach volleyball, one of an array of recreation options.

Headquarters Retention Specialist Doug Batson (left) and Supervisory Inspector William Mann of Chicago, taking a break during a formal reception, served as *Communiqué's* cruise correspondents.

family of Suzanne DeJoseph of the Eastern Region. The team won both the INS and the ship-wide tournaments held on CoCoCay. Doug Batson organized a challenging human scavenger hunt that brought everyone together. Tournament winners took home the winning game boards and were given special gift certificates.

An INS cocktail party and several receptions were held throughout the cruise. These events gave everyone the opportunity to meet and mingle in an informal setting.

Everyone was a winner for simply joining in on the fun. The INS crew came from different parts of the country and with different backgrounds, priorities and ideas. However, by the time that the ship returned to Port Canaveral, they had made new friends, formed new alliances, became one family, and managed to have a great time.

Plans for the next family support outing are in the works. All INS staff are invited to bring along family and friends. Keep an eye on this column for an announcement of the destination.

Co-author William Mann is a supervisory inspector with the Chicago District and the founder of the O'Hare Airport Inspectors Welfare and Recreation Association.

Doug Batson is a retention specialist with the Headquarters Workforce Effectiveness and Planning staff and regularly writes this column. He signed off this month for an "indefinite period" after his Army Reserve unit was called to active duty. Best wishes, Doug, for a safe and speedy return.



## OFFBEAT AUCTION IN SAN FRANCISCO RAISES FUNDS FOR VICTIMS OF TERRORISM

#### By Sharon Rummery

Horseback riding, shooting lessons and three kinds of boat rides on San Francisco Bay were up for grabs as the San Francisco District unveiled its latest charity-fundraising event on Nov. 14.

The first San Francisco District Personal Services Auction raised more than \$5,000 from the sale of goods and services produced and offered for sale by district employees. The auction matched employees offering to do nice things with co-workers willing to post the highest bid.

All proceeds from the auction were donated to the Combined Federal Campaign with a special emphasis on raising contributions for the Sep. 11 Victims Fund.

"The auction was a terrific way for us to honor each other's talents, to grow closer, and to benefit those in need," said District Director Charles DeMore. "Everyone had a great time, too."

Among the hotly contested items was a month of personal training and a pair of tickets to the "Big Game," the latest clash in one of the nation's longest-running college football rivalries, pitting the University of California at Berkeley Golden Bears against the Stanford University Cardinals.

Also going on the block were dinners galore in a variety of forms - restaurant meals, hosted dinners in employees' homes and even cooking lessons. Among the more unusual items up for bids was a shopping bag full of oversized, home-grown avocados and a weekend of fun and frolic in Fresno. Bidders with an eye for practical items vied for car repair services and puppy training.

About 50 district employees participated in a party-like atmosphere and dug deep into their pockets to engage in spirited bidding. Bidders were nudged along by auctioneer and Supervisory Special Agent Alex Mack of the San Jose sub-office, who employed humor and cajolery to pump up the offering prices.

Those who were unable to attend the San Francisco event could get in on the action, via cc-



Auction bidders, led by Deputy District Director David Still, enjoy a laugh as an auction item goes on the block.

mail. A list of sale items was distributed to satellite offices before the auction and absentee bids were accepted. The winning bid for the Cal-Stanford Big Game tickets, for example, was sent by a special agent in Bakersfield, 300 miles away.

That the auction proved a potentially powerful team-building tool was evident in the pairings of some auction offerees and winning bidders. These included: a special agent who will take an asylum officer and her husband to the wine country; a supervisory district adjudications officer who is not only hosting an investigations section chief for dinner at a local eatery but also plans to sing a set of melodies; a deportation officer who is to teach firearm skills to an attorney in the district counsel's office; and two supervisors, a district adjudications officer and a special agent who are planning to cast off on a day of sailing.

Helped by sales of hand-made flag pins and some buyers who topped off their winning bids with cash donations, the auction rang up more than \$5,000 for the Combined Federal Campaign. Because time ran short, a few unsold items were put up for bids via a cc:mail version of e-Bay, the web-based auction site.